

Ref : En\_EB13-610

# Outlook 2021

Make good use of your messaging system

## Aim

Discover Outlook and master all its features. From the essential to the advanced commands, this training programme, organised by topic, will make it possible for you to communicate efficiently and organise your activities.

Target audience	Level required	Estimated time to complete the essential modules
Any user who wishes to discover or deepen their knowledge of Outlook's features.	No prior knowledge of Outlook is necessary. However, some use of the software may make it possible to progress faster.	05h 45min

## Course content

### ► The essential modules

#### Outlook 2021 – Messages and contacts



MEDIApus  
eLearning

This module offers interactive training consisting of 29 training videos, 29 exercises and 3 additional resources.

##### Working with messages

- You need to know: About your e-mail application
- Reading messages
- You need to know: Text made easy
- Creating and sending messages
- You need to know: Formatting characters
- Managing text in a message
- Spellchecker
- Attaching files to a message
- Managing items attached to a received message
- Replying to a message
- Forwarding a message
- Printing messages
- Deleting a message
- Managing outgoing messages
- Message tracking options
- Message follow-up flags
- Adding a signature to a message
- Message templates or forms
- Recalling and resending a message

##### Working with the e-mail application

- Finding messages
- Sorting, grouping and filtering messages
- Managing mail when absent
- Creating rules
- Managing rules

- Archiving messages
- Managing junk e-mail

#### **Working with contacts**

- Address book recipients
- Outlook contacts
- Contact groups
- Sorting and grouping contacts
- Sending a contact by e-mail
- Electronic business cards

## Outlook 2021 – Calendar, Tasks and Notes



MEDIAplus  
eLearning

This module offers interactive training consisting of 13 training videos and 13 exercises.

#### **Working with the calendar**

- Outlook's calendar
- Creating an appointment or event
- Recurring appointments or events
- Managing meetings
- Customising the calendar
- Printing the calendar and calendar items
- Personalising print styles
- Calendar groups
- Calendar sharing

#### **Working with tasks and notes**

- Tasks
- Notes
- Managing tasks
- Managing notes

## Outlook 2021 – Outlook environment



MEDIAplus  
eLearning

This module offers interactive training consisting of 17 training videos, 17 exercises and 7 additional resources.

#### **Outlook environment**

- E-mail working environment
- Reminders window
- Categories
- Using the assistance
- You need to know: Selecting, copying, moving
- Quick steps
- Conversation view
- Customising views
- General e-mail options
- Recording an item in the journal
- You need to know: Customising the ribbon
- You need to know: Emails and instant messages
- You need to know: Viruses
- You need to know: Outlook and Teams
- You need to know: Best practice with an e-mail application
- You need to know: Outlook on the web

**Working with folders**

- Managing panes and folders
- Managing folders
- Search folders
- Optimising the mailbox's size
- Exporting and importing folders
- Managing a data file
- Moving or copying items
- Sharing a folder

► **Complementary material**

Outlook 2021 - Reference Book



Online book

This module includes digital course material.